

Montana WIC

Nutrition Program for Women, Infants and Children



Montana WIC Program
Cogswell Building C305
PO Box 202951
Helena MT 59620-2951

1-800-433-4298



WIC – Building Healthy & Strong Families

MEMORANDUM

To: Local WIC Agencies
From: Carrie Reynolds – Retail Services
Date: October 8, 2010
Subject: Benefits voided and cashed

Attached you will find a report which details WIC benefits which were voided, but given to the participant and then redeemed. Even though the staff member involved made the effort to change the participant's benefits, they still received the incorrect ones.

Please review your clinic procedures around void and reissue and find procedures to keep this type of mix up from occurring. Some suggestions may include:

- paper clip the incorrect benefits together and set them aside,
- mark the incorrect benefits with a small "V", or a sticky note,
- place the incorrect benefits in a temporary envelope or file,
- create some sort of process to help staff keep the incorrect benefits separate from the reissued ones until the staff member has completed the void/reissue process.

Always preview benefits that are being reissued, and be sure the participant reviews the paper copy of the reissued benefits *before* they sign for them. Staff and participants need to check to be sure the correct set of benefits is being given. Many mistakes can be prevented by simply reviewing printed benefits.

You do not need to return the report, but please follow up with your staff to help prevent future mix ups.

Thanks for your efforts!